



Information Innovation

Project Proposal

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Principle



- Create a transparent and patient-centered environment that makes information more accessible to patients and families.

Problem



- In the healthcare system there is limited access to information that patients and families need.
- "As a nurse, often I am frustrated about the lack of time I have to communicate, inform, and educate my patients and their families."
 - Tonya Hightower, RN

Project Goals



- Create an information system that:
 - Informs
 - Educates
 - Sets Expectations
 - Eases Anxiety
- Ability to interpret information in different languages
- Cater to different age groups

Evidence Patient Satisfaction



- "Studies have shown that the lack of communication between hospital staff and the patients and their families is the most aggravating aspect of the hospital experience." - Healthcare USA
- Press Ganey indicates the following questions pertaining to access to information are highly correlated to the overall patient experience.
 - Staff identifies themselves – 0.78
 - Adequacy of info to family/friends – 0.79
 - Informed about delays – 0.68
 - Doctors / nurses informative – 0.75

Evidence Psychological Theory



- Maslow's hierarchy of Needs theory –
The Safety Need:
 - Human will fear of unknown so grab information to enhance feeling of safety.
- Developmental Psychology:
 - Different age children with different fear

Benchmarks Get Well Network



- Patient, bed-side technology that empowers the patient and their family to be engaged and active in the care process.
 - Education
 - Entertainment
 - Feedback

Patient Engagement (Service + Quality) = Optimal Outcomes



Hughes Spalding Radiology



- Interactive, multi-lingual educational information system
 - Located in the Radiology waiting room
 - Ability to select language and age specific materials
 - Provides step-by-step information on each procedure
 - Provide answers for FAQ



Hughes Spalding Inpatient and Clinics



- "Information Station" provides details on hospital, patient, and community offerings. Located near the nursing station.

Food



Care Team



Pharmacy



Directory



Welcome to the
Asthma Clinic

Visiting Hours



Patient Safety



Parking



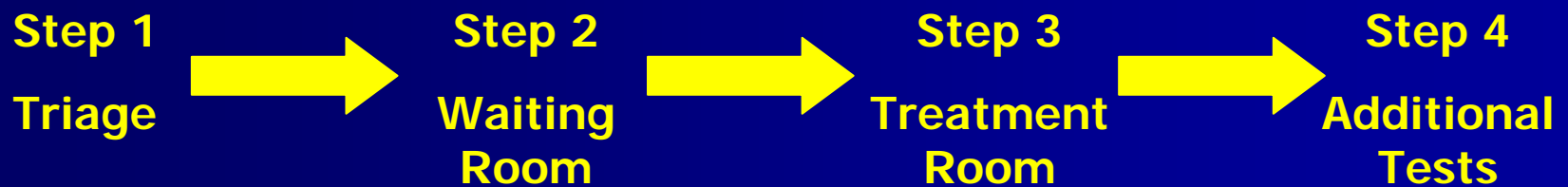
Financial Counseling



Hughes Spalding ER



- "Welcome to the ED" information system.
 - Helps set expectations for the ED visit
 - Eliminates confusion for the ED process
 - Uses video/visuals to demonstrate triage procedures



- ED director expressed concerns about application of certain technologies.



Thanks for your attention.